



311 Service Request Types

The following is a list of the service requests, listed by department that you can request when you call the City of Detroit 311 Call Center.

311 Call Center

Event Registration Request

Airport

Airport General Complaint

Buildings and Safety Engineering Dept.

Buildings

Buildings - Complaint Against Inspector
Buildings - Complaint Work Unfinished
Buildings - Complaint Work Unsatisfactory
General Information Unable to Contact

Demolition

Dangerous Buildings Complaints
Demolition – Damages

Electrical

Electrical/Wiring Dangerous or Defective

Licenses and Permits

Licenses and Permits - No Invoice Received
Licenses and Permits - Incorrect Information on Invoice

Mechanical

Mechanical - Work Done by Unlicensed Persons
Mechanical/Elevators

Plumbing

Plumbing - Illegal Installation
Plumbing - Improper Installation

Property Maintenance Division

Property Maintenance - Complaint against Owner or Property
Special Land Use
Land Variances/Grant

Consumer Affairs

Business License

Info Packets

Consumer Advocacy

Consumer Complaint Form

Contractor Complaint

Credit Complaint

Finance Complaint

Funeral Services Complaint

Health Services Complaint

Heating/Cooling/Air Conditioning Complaint

Identity Theft Complaint

Insurance Complaint

Miscellaneous Complaint

Motor Vehicle Complaint

Sales Complaint

Taxicab Complaint

Telemarketers Complaint

Tenant Landlord Complaint

Travel/Transportation Complaint

Utility Complaint

Warranty Complaint

Detroit Cable Commission

Cable Billing Complaint

Cable Service Complaint

Comcast Transfer Service Request

Detroit Workforce Development Dept

Customer Service Complaint – DWDD

Environmental Affairs

Courville Complaint

Illegal Dumping

Litter

Finance

Assessments

General Assessments Request

Personal Property Tax Bill Inquiry

Income Tax - Check Request

Income Tax - General Information Request

Income Tax - Tax Form Request

Treasury

Treasury Check/Refund Inquiry

Health Services

Animal Control and Care

Animal - Barking Dog
Animal - Bite Report
Animal - Dog/Cat Owner Complaint
Animal - Farm Animal Report
Animal - Give Up Request
Animal - Post Office Complaint
Animal - Stray
Animal - Wild Animal Report

Community and Industrial Hygiene

Air Quality Complaint - Indoor
Business License Inspection
Dead Bird Report
Mold Complaints
No Water
Odor Complaint
Overcrowding Complaint
Roaches Mass Infestation
Stagnant Water
Unsanitary/Unkempt Conditions
Water - Quality Complaint

Environmental Health

Code Enforcement (Env. Control Inspection)
Health Record Request
Food Sanitation
Food - Consumer Complaints
Food - Establishment License Request
Food - Handlers Class Field Request
Foodborne Illness Complaint
General Complaint

Health and Wellness Promotion

Health Fair Request

Rodent Control

Rodent Control Education/Prevention
Rodent Extermination

Human Rights

Affirmative Action Clearance
Certification Inquiry
Discrimination Complaint
General Inquiry
Tax Abatement Clearance

Human Services

Child Development Division
Head Start Information Request

Drug Treatment

Drug Treatment Information
General Inquiry

Weatherization

Weatherization Complaint

Planning and Development

Demolition Request for City Owned Property
Development Project Info

General Complaint
Home Repair Programs

Public Lighting

Public Lighting Failure
Public Lighting - Circuit Trouble/Repairs
Public Lighting - Emergency - Accident
Public Lighting - Emergency - Lamp Out 4 in a row
Public Lighting - Emergency - Manhole Cover Missing -PLD
Public Lighting - Emergency - Pedestrian Light Not Working
Public Lighting - Emergency - Pole Down/Leaning/Cabinet Knocked Down
Public Lighting - Emergency - Service Interruptions -PLD
Public Lighting - Emergency - Traffic Signal Repair
Public Lighting - Emergency - Wire Down
Public Lighting - Emergency - Wire Low
Public Lighting - Emergency - Wire Obstruction
Public Lighting - Fixture Trouble (excluding lamp outs)
Public Lighting - Lamp Out
Public Lighting - Miss Dig
Public Lighting - Resident Complaint
Public Lighting - Routine Maintenance
Public Lighting - Scheduled Maintenance
Public Lighting - Sidewalk Obstruction

Public Works

Administration

Damage Claims

City Engineering

Address - New Assignment
Legal Descriptions
Street/Alley - Legal Closure Inquiry
Street/Alley Vacate ROW - Request

Environmental Control

Hauling Estimate
Lot - Trim/Cut Weeds

Forestry-DPW

Tree - Blocking Traffic Control Sign
Tree - Dead Removal
Tree - Down in ROW
Tree - Down on House or Property
Tree - Leaning
Tree - Planting Request
Tree - Raising Sidewalk
Tree - Stump Removal
Tree - Trimming Request
Tree - Uprooted Stump Removal
Tree or Stump in Vacant Lot
Wasp Nest in (ROW)
Alley Clean Up Dirty Street
Bulk and Refuse Days
General Complaint

Solid Waste

Dead Animal Pickup
Debris Blocking Traffic
Refuse Container - Request
Refuse Pickup - Missed
Refuse Truck - Dropping Garbage
Snow Removal
Spillage in Roadway
Street Cleaning - Request
Street Cleaning - Sweep/Flush Not Completed
Street Sweeping - Missed
Vacant Lot - Debris Removal

Street Maintenance

Alley - Grade/Gravel
Barricade Request - Special Events
Barricades - Pickup
Cave In - Alley
Cave In - Street
Curb Repair/Replacement
FSW - Curb Repair/Replacement
FSW - Pothole Repair
FSW - Street Resurfacing
Graffiti Removal
Guardrail - Repair
Median Maintenance
Mowing Request
Pothole Repair - Alley
Pothole Repair - Street
Sidewalk/Curb - Cold Patching
Steel Plate - Displaced
Street Cleaning - Sign Not Posted
Street Resurfacing
Utility Cut
Street and Traffic Engineering
Banner/Parade Request
Handicap Sign - New
Handicap Sign - Removal
Handicap Sign - Renewal
Pavement Marking
Sign - New
Sign - Removal
Sign - Replacement/Repair
Traffic Signal - New
Traffic Signal - Removal
Traffic Signal - Timing Change

Public Works Administration

Public Works Crew Complaint

Recreation

Bee Hive Removal
Belle Isle Building Maintenance
Belle Isle General Information
Belle Isle General Reservation
Belle Isle Ground Maintenance
Belle Isle Shelter Reservation
Block Party Request
Building Maintenance at a Rec Center
Cemetery Complaint
Chene Park Complaint
Chene Park General Information
Customer Service Complaint at a Rec Center

Facility Reservation Request
Flowers Maintenance at a Park/Playground
General Information
General Request
Golf Course Complaint
Grass Maintenance at a Park/Playground
Housekeeping at a Rec Center
Maintenance at a Park/Playground
New Equipment for a Park/Playground
Picnic Equipment/Bag Rental
Renovation at a Park/Playground
Restroom Maintenance at a Park/Playground
Swimming Pool Maintenance
Trash/Dumping Removal at a Park/Playground
Tree Maintenance at a Park/Playground

Transportation Department

ADA Wheelchair Complaint
Bus Condition - 481
Bus Condition Int/Ext Cleanliness - 710
Bus Condition Int/Ext Repair - 709
Bus Personnel Security - 714
Bus Shelter Repair - 704
Bus Stop/Shelter Clean - 702
Bus Stop/Shelter Condition - 707
Bus Stop/Shelter Install - 703
Bus Stop/Shelter Removal - 701
Bus Stop/Shelter Replace - 705
DDOT Commendations - 715
DDOT General Comments - 699
DDOT Request for Information
Discourteous Driver - 478
Fare Dispute - 482
Handicap Complaint - 698
Mailed ADA Application
Paratransit Complaint - 1287
Passenger Carried Past Stop - 480
Passenger Incident - 485
Passenger Passed Up - 477
Reckless Driving - 479
SERV Employee Complaint - 696
Scheduled Service Complaint - 691
Special Fares Application Request
Special Fares General Information